GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3718
ANSWERED ON:16.08.2001
FACILITIES AT RESERVATION CENTERS
SATYAVRAT CHATURVEDI;SUNDER LAL TIWARI

Will the Minister of RAILWAYS be pleased to state:

(a) whether the attention of the Government has been drawn to the news item captioned "Dalalon ke Garh Ban Gaye HainRailway Arakshan Kendra" appearing in the Navbharat Times, dated the May 13, 2001;

(b) if so, the reaction of the Government thereto; and

(c) the steps taken by the Government to provide more facilities to the passengers at reservation centers ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS AND PARLIAMENTARY AFFAIRS (SHRI O. RAJAGOPAL)

(a) Yes, Sir.

(b)&(c): The Railway is alive to the problems and is constantly adding more booking windows as per feasibility. In past four years 27 PRS counters have been added at existing as well as at threenew locations in Delhi area. The work for adding more PRS counters at four new locations is underway. For assisting passengers various facilities like reservation availability display boards/TVs, touch screen terminals, terminal information repeaters etc. are also being added progressively depending upon availability of funds.